

## SUMMARY OF TELLER-PHONE FEATURES

- **Share Account and Club Account inquiries**
  - History of all transactions
  - History of deposits only
  - History of withdrawals only
  - Last year and year-to-date dividends
- **Share Draft Account inquiries**
  - History of all transactions
  - History of a range of cleared checks
  - History of deposits only
  - History of withdrawals only
  - To see if a specific check has cleared
  - Last year and year-to-date dividends
- **Certificate Account inquiries**
  - Current balance
  - Maturity date
  - Last year and year-to-date dividends
- **Loan Account inquiries**
  - Current balance
  - Next payment information
  - Last payment information
  - Last year and year-to-date interest

Please Return Application to :

RAINBOW FEDERAL CREDIT UNION  
PO BOX 741  
LEWISTON, ME 04243-0741

# Teller-Phone<sup>sm</sup>

keeps you in touch with  
your accounts 24/7



**381 Main Street • Lewiston, Maine 04240**  
**(207) 784-5435 • (800) 281-5435**  
**FAX (207) 786-0495**  
**www.rainbowfcu.com**  
**IDENTIFIER #037**

## TELLER-PHONE CONVENIENCE

You can enjoy the convenience of using a telephone to access your credit union accounts from home, work, and even out of town.

With this audio response system called **Teller-Phone**, you can make account inquiries, transfer funds from one account to another, and make withdrawals from your Share or Share Draft account. All you need is a touch-tone phone and special access codes.

## 24-HOUR NATIONWIDE CONVENIENCE

**Teller-Phone** is your credit union's 24-hour audio response service. You get toll-free access to all your credit union accounts, using only a touch-tone phone and your confidential access code. Use **Teller-Phone** to make withdrawals, transfer funds, or find out your account balances. Your credit union is always as close as your telephone. Teller-Phone gives you up-to-the-minute information about your accounts; it's like having your own personal teller.

## TELLER-PHONE IS SIMPLE TO USE

A computerized voice will lead you through your transactions using **Teller-Phone**. Each time you complete a step, the voice will prompt you to enter the next code. The procedure for using **Teller-Phone** is shown here, but the **Teller-Phone** system will lead you through each step.

## REQUEST TELLER-PHONE CONVENIENCE TODAY

To enjoy the convenience of **Teller-Phone**, you will be required to sign an authorization form. Your personal identification number (P.I.N.) will default to the last four digits of your social security number. After your initial login, you can change your personal identification number (P.I.N.). When you use your number along with these operating instructions, your account will be at your finger tips 24 hours a day, 7 days a week.

To use **Teller-Phone** you must use your 3 digit credit union identifier (037), your share account number, and your P.I.N.. The P.I.N. can be 4 digits.

## POINTS TO REMEMBER

- Have your Share (savings) account number available to complete transactions
- Access will require you to enter the three-digit credit union identifier (037) followed by the pound (#) key.
- Press the star (\*) key to replay the previous message
- Press the pound (#) key only when prompted or to return to a previous menu
- The actual account descriptions will be provided to you. You will no longer be required to enter an account suffix or identifier.
- You may obtain account information, transfer funds, and request a check.
- Use the star (\*) key as the decimal point when entering a dollar amount. Example: \$115.61 would be 115\*61.

## HERE'S HOW TO USE TELLER-PHONE

1. Dial one of the following numbers

**Augusta** (207) 621-6051

**Bath** (207) 386-0211

**Edgcomb** (207) 882-6540

**Portland** (207) 871-8906

**Sanford** (207) 459-7805

**or Toll Free** 1-866-308-2042

**Bangor** (207) 945-5350

**Brunswick** (207) 725-2729

**Lewiston** (207) 753-1527

**Saco** (207) 286-8375

**Waterville** (207) 872-4903

Enter your 3-digit credit union identifier number followed by the pound sign (#). Enter 037#.

2. Rainbow Federal Credit Union welcomes you to Teller-Phone.

To Select an Account.....Press 1

To Transfer Money.....Press 2

For All Account Balances.....Press 3

More Choices.....Press 4

3. Press option desired.

4. When prompted, please enter your Member ID (Savings Account Number).

5. When prompted please enter your Personal Identification Number (PIN).

6. After the account information has been provided, you may do one of the following;

For Account Summary ..... Press 1

For More Details ..... Press 2

To Transfer Money ..... Press 3

To Work With Another Account ..... Press 4

For More Choices ..... Press 5

To sign up for Teller-Phone, please fill out this card and mail to Rainbow Federal Credit Union at PO Box 741, Lewiston, ME. 04243-0741. A pocket card will be mailed when application is processed.

Name \_\_\_\_\_ Social Security # \_\_\_\_\_  
FIRST MIDDLE LAST  
Address \_\_\_\_\_ Tel. No. (Work) \_\_\_\_\_  
STREET CITY STATE ZIP (Home) \_\_\_\_\_

To request Teller-Phone, the following information is required:  
Credit Union Identification Number **037**

Your Share Account Number \_\_\_\_\_

I / we will agree to the conditions of the Teller-Phone program.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_